

Customer Profile



Otto Bock is the industry's leading supplier of specialty rehabilitation products and services including continuous passive motion (CPM) devices, orthopedic bracing and other associated therapies.

OrthoRehab, Specialty Rehab Services by Otto Bock, is a leading provider of rehabilitation products and services including continuous passive motion devices, orthopedic bracing and other therapies.

Industry

Healthcare – Home Healthcare

Region

Americas

OrthoRehab reduces time to process patient agreements

The Challenge

OrthoRehab, Specialty Rehab Services by Otto Bock, is a leading provider of rehabilitation products and services including continuous passive motion devices, orthopedic bracing and other therapies. OrthoRehab patient service representatives deliver and install equipment to hospitals, homes and rehabilitation centers throughout the United States. The reps are required to capture patient information and a signature on a three-ply document called a Patient Agreement. They then mail, fax or courier it to the field office after an installation is completed. The submission triggered the billing cycle to invoice patients or their insurance companies. Otto Bock (OrthoRehab) wanted to speed up billing by reducing the up to 72 hour delay between delivering equipment and receiving paperwork for processing.

The Solution

Otto Bock chose the ExpeData® Digital Writing Platform to improve their business process without making major changes to the way people worked. At the point of service the patient service representative completes the digital Patient Agreement and the customer signs it with the digital pen. The information is automatically transmitted to Otto Bock's database by docking the pen at a PC or linking the pen to a Bluetooth-enabled mobile phone. The data is then immediately available to Otto Bock's systems for invoice processing.

The Results

ExpeData, LLC

ExpeData® is the global leader in enterprise digital writing and the first company to build a platform designed to meet the needs of Fortune 100 and Global 2000 companies. The ExpeData Digital Writing Platform is a complete package with the features and functions needed to implement digital writing.

Since incorporating the ExpeData Digital Writing Platform into their process, OrthoRehab has been more efficient and has streamlined their payment process. Patient service representatives are saving one to two hours per week by no longer having to arrange to ship, fax or hand deliver forms to Otto Bock offices. The offices are receiving the paperwork within minutes of it being captured versus the 72 hours it used to take. The result is faster billing cycles to the patient or insurance company and faster payment to Otto Bock.

“What’s really wonderful is our Patient Services Representatives didn’t have to learn a new work process - the form has not changed at all. Plus, they no longer have to arrange to have forms shipped, faxed or hand delivered to our offices, which is saving them about one to two hours per week.”

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